



Your Mercedes-Benz finance journey

A guide to your next steps.



Mercedes-Benz

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Important Contacts

Vehicle Returns Team **0370 847 0700**
To arrange the return of your vehicle, discuss any queries regarding the vehicle return standards or vehicle documents enquiries.
Lines open Monday to Friday 8.30am – 5.00pm (calls may be recorded).

Customer Services **0370 847 0700**
All other end of finance agreement enquiries.
Lines open Monday to Friday 8.00am – 6.00pm, Saturday 9.00am – 5.00pm (calls may be recorded).

mercedes-benzfinance.co.uk

Use the tester card above to assess your Mercedes-Benz for damage prior to returning the vehicle at the end of your agreement, should you choose to do so.

You're nearing the end of your agreement

Useful information about what happens next.

We hope you've enjoyed your Mercedes-Benz experience. Now, as your agreement reaches its final stage, we want to give you a little advice in terms of returning your car to us in the best possible condition if you choose to do so, or help you to purchase a brand new Mercedes-Benz.

Should you have any questions, contact your local Retailer who will be able to offer you expert advice and guidance.

Customers with an Agility agreement, have one of the following 3 options:

Please note your Direct Debit will be taken as normal until the end of your agreement.

- Purchase your Mercedes-Benz by paying the Optional Purchase Payment.
A 'Purchase Activation' fee will be debited from your account, the amount is detailed in your agreement, under the 'other financial information' section. This will complete the purchase of your Mercedes-Benz
- Purchase and part-exchange your Mercedes-Benz for a new model.
A 'Purchase Activation' fee will be debited from your account, the amount is detailed in your agreement, under the 'other financial information' section. This will complete the purchase of your Mercedes-Benz. If you choose to part exchange, your local Retailer can tell you how

- Hand back your Mercedes-Benz at the end of your agreement without making any further payments apart from any potential excess mileage, damage or service history related charges. If you would like more information on the returns process, please see the following page.

Customers with an Operating Lease or Contract Hire agreement

- Your Retailer will be in touch towards the end of your agreement to guide you through the end of agreement process. Then simply hand back your Mercedes-Benz without making any further payments apart from any potential excess mileage, damage or service history related charges
- You can then lease another Mercedes-Benz or purchase one of your own.

We want to continue providing the best possible service right up until your agreement finishes, so don't hesitate to get in touch with any questions you might still have.

Steps for returning your Mercedes-Benz

If you decide to return your vehicle...

We need you to let us know what you intend to do with your Mercedes-Benz at the end of your agreement so that we can ensure you get the best service possible. It is important that you inform us of your intention in good time.

Your Retailer will be in touch towards the end of your agreement to guide you through this process.

To help you prepare for returning your Mercedes-Benz please follow this simple guide. It should help clarify what is required and when.



STEP 1

Number plates.

Agility and Operating Lease customers

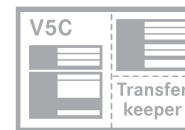
If you have a 'cherished' number plate, it's important to place it on retention with the DVLA at least 10 - 12 weeks before the end of your agreement (call **0300 790 6802**). When you have the new registration number please let Customer Services know so that they can update the vehicle's details.

Contract Hire customers

Please inform Customer Services on **0370 847 0700** of your intention to assign, retain or transfer your cherished plate at least six weeks before the end of your agreement and we will send you a form to complete and return to us to start the process.



➔ Mercedes Benz



STEP 2

We'll be in touch.

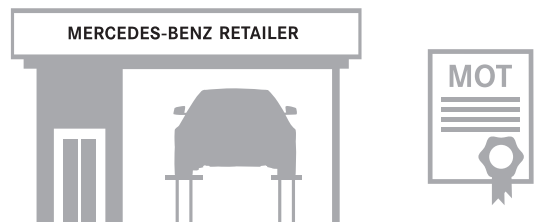
From seven weeks before the end of your agreement, our Vehicle Returns Team will be in touch to facilitate the return of your vehicle.

STEP 3

Returning the V5C Registration Document back to us.

(applicable to Agility and Operating Lease customers only).

Six weeks before return, we'll send you a letter that will tell you what to do with the V5C Registration Document (logbook) when you return your car. Please note that you must send the yellow section 9 to the DVLA after your vehicle has been collected, and hand the rest of the V5C to the Collection Agent, or penalty charges may apply. We will also have to pass on any extra administration costs imposed by the DVLA. For queries relating to your V5C, please call us on **01908 697526**. If you misplace your V5C document, simply contact the DVLA on **0300 790 6802** to request a duplicate. You should receive this within three working days.

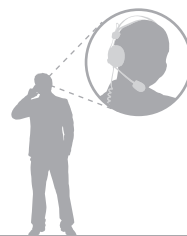


STEP 4

Make sure your service history and MOT are up to date.

If your Mercedes-Benz requires a final service before it is returned, you should book this in allowing enough time for it to be carried out prior to its return. If your agreement was signed after 6th October 2009, all of your vehicle services throughout your agreement must have been carried out by a Mercedes-Benz Retailer**.

You will also need to make sure that you have a valid MOT certificate as legally all vehicles over three years old from the date of registration require a valid MOT certificate when the vehicle is returned.



STEP 5

Arranging the return of your Mercedes-Benz.

We will contact you to arrange for your vehicle to be inspected and returned and will remind you of what you will need to do in preparation for the return of your Mercedes-Benz.

Prior to this, you will also have the opportunity to have a pre-maturity check two to four weeks prior to the maturity of your agreement to provide you with full transparency and the opportunity to carry out any necessary repairs.

If you do elect to carry out any repairs prior to returning your vehicle then we would highly recommend that you only use Mercedes-Benz approved repairers otherwise you could still be charged for rectifying any repairs that have not been carried out to an acceptable standard by a non-approved repairer.

If you don't wish to choose the option for a pre-maturity check then we will arrange for the inspection to be performed on the same day as your return date. We should advise that you will no longer have an opportunity to perform any repairs yourself.

Please note, if you become unavailable on the day of collection you may be charged for aborting the collection.

** Wherever we use the term 'Mercedes-Benz Retailer' in this booklet, this means any workshop which provides servicing and repair services and holds an after sales Mercedes-Benz franchise.



STEP 6

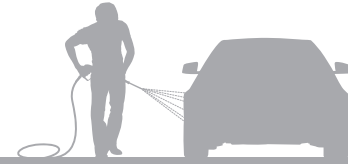
Make sure you have the keys and documentation ready.

Please make sure you supply all keys, along with the fully completed service record history, which must be stamped by the servicing Retailer who should be an authorised Mercedes-Benz Retailer if your agreement started after 6th October 2009.

Alternatively, you may have a 'Digital Service Book'. This was first introduced in September 2007 and is an online copy of your vehicle's service history. Your local Mercedes-Benz Retailer can provide you with the latest Digital Service Book print-out for your vehicle, on proof of ownership. Please ensure that your latest service print-out is included in the pack before your car is returned.

If any stamps in the service history book or online are missing please refer back to your Mercedes-Benz Retailer as they can provide proof of servicing. If this is not provided we will view the vehicle as not having a full service history, which you may be charged for.

All original equipment, accessories and controls must be present and operate correctly; including but not limited to spare keys, transmitters and codes, satellite navigation and in-car entertainment system, Secure Digital cards, Bluetooth® and other integrated systems, alarm system, locking wheel nuts, parcel shelves, handbook, V5C and Service Manual. If replacements have been necessary, they must be of similar quality and specification. Any missing keys will be deactivated and replaced for security reasons and further costs may apply.



STEP 7

Ensure that your Mercedes-Benz is cleaned prior to inspection.

It is important that your vehicle is cleaned inside and out thoroughly before it is inspected.



STEP 8

Inspecting your Mercedes-Benz.

Your vehicle will be inspected to our specified Vehicle Return Standards (please see page 10 for further information). In most cases we will be able to advise you there and then of any chargeable damage, and if repairable, the cost of those repairs. We will also take any relevant photographs of any damage and if you have any immediate concerns you will have the opportunity to discuss them with us at this stage.

If the weather conditions are poor and/or your vehicle is not clean they may only be able to perform a partial inspection. In this instance we would complete the inspection at a later date. If we have highlighted any damage we believe is outside of our Vehicle Return Standards you will be supplied with an invoice for any applicable charges.



STEP 9

Collecting your Mercedes-Benz.

A collection driver will come and collect your vehicle after the inspection.

The driver will then carry out a check before leaving to identify any major damage that may have occurred since your main inspection. This will also help us identify any repairs you have had carried out.

Please ensure that the remaining part of the V5C is handed to the Collection Agent.



STEP 10

Notification of any charges.

If we have highlighted any damage we believe is outside of our Vehicle Return Standards we will send you an invoice for any applicable charges.

It is important that you are present when your vehicle is inspected. This will be your opportunity to view any damage on the vehicle we believe falls outside of our Vehicle Return Standards.

Other charges that may also be applicable will be where the vehicle has:

- i) exceeded the mileage allowance stated in your agreement; or
- ii) not been serviced in accordance with the agreement; or
- iii) been retained by you for longer than the agreed term.

We will provide you with contact details with any invoice raised in the event that you wish to discuss further any charges that have been applied.

Where you had elected to have a pre-maturity inspection we will undertake a basic vehicle check to record any obvious damage. We will then review both this vehicle check and the original pre-maturity vehicle inspection and will add any obvious damage that was not evident when the vehicle had its pre-maturity inspection. If you have had any repairs carried out between the pre-maturity inspection and the day of collection, we would recommend that you keep a copy of the relevant invoices, for future reference.

Mercedes-Benz Vehicle Return Standards

The following pages are designed to help prevent any avoidable charges you may be faced with. They outline our Vehicle Return Standards, and what we consider acceptable and unacceptable damage.

Visual examples of our Vehicle Return Standards can be found in our 'Existing Customer Section' at: **[mercedes-benzfinance.co.uk](https://www.mercedes-benzfinance.co.uk)**

Items marked as 'Not Acceptable' on the following pages may result in a charge.



The items below will need to be returned along with your Mercedes-Benz, please check the list to ensure you have all the items ready for return.

Items to be returned with your Mercedes-Benz

- V5C log book
- Spare Keys
- Transmitter and codes
- Alarm system
- Locking wheel nuts
- Handbook
- Complete Service Manual
- MOT certificate (if applicable)
- Wheel Key

If you have a 'cherished' number plate, please ensure you put this on retention at least 10 weeks before your vehicle is returned as you will be unable to retain the plate once the vehicle is returned.

Fair Wear & Tear



Body and Paint

There will be no charge for light damage. The most severe dents will be repaired as cost effectively as possible, but damage that has penetrated the base coat will be charged. Any vehicle wraps or livery will need to be removed and the vehicle returned to its original factory colour.



These images show examples of unacceptable damage

✓ Acceptable:

- Minor body dents, typically those caused by door-to-door contact, provided that:
 - a) they are less than 13mm (1/2") in diameter – maximum one dent per panel to maximum of two dents per vehicle for vehicles up to two years old and four dents for vehicles over two years
 - b) if more than two (or four) dents exist, the most severe should be repaired
- Light surface scratches not through the top coat which can be removed by polishing/touch up
- Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion
- Previous repair up to an acceptable standard.

Not Acceptable:

- Any excessive chipping of paintwork arising from non-public road use e.g. gravel drives, industrial sites or private roads
- Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out
- Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc
- Industrial, chemical fall-out or other forms of contamination
- Body panel misalignment not consistent with manufacturer's finish
- Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of the Mercedes-Benz, or panel
- Under-body damage affecting the structural integrity of your Mercedes-Benz or warranty
- Damaged aerials. Drilled holes for telephone aerial fittings where the aerial has been removed
- Any missing caps or covers on the bodywork.

Bumpers and Body Mouldings

Acceptable:

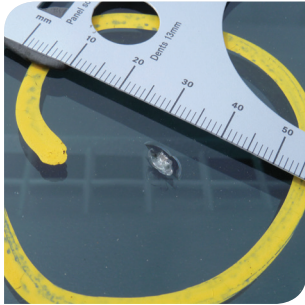
- Scuff marks up to 50mm (2"), which do not adversely affect the overall appearance of your Mercedes-Benz.

Not Acceptable:

- Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting
- Dented bumpers and/or any dents penetrating through to the base material where painted
- Repairs not conforming to original finish and specification.



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Glass

✓ Acceptable:

- Chips on windscreen, which are less than 5mm, providing they do not obscure the driver's line of vision to a maximum of two per windscreen
- Headlamp lenses with minor chips, which do not detract from the overall appearance of your Mercedes-Benz or affect the efficiency of the lamp
- Light scratches around periphery of the windscreen.

✗ Not Acceptable:

- Scratches and cracks in glass or stone chips with signs of cracking will need to be repaired
- Cracks or damage to the windscreen within the driver's line of sight
- Chips greater than 5mm
- Incompatible window etchings
- All lamps must be operational, holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Interior

The interior of your Mercedes-Benz must be in a good condition for the age and mileage of the vehicle.

✓ Acceptable:

- Normal wear and tear to carpets, trim, upholstery, etc.
- Seat cover/trim repairs to a high standard
- Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.

✗ Not Acceptable:

- Burns to trim, seat covers, headlining and floor coverings requiring repair
- Stains or discolouration of a permanent nature
- Tears, cuts, rips and holes through seat covers, headlining and floor covering
- Broken or damaged interior mouldings, trim pads, instrument panel, sun visor or headlining, etc.
- Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible
- Any extended warranty items.

Underside

Our engineers will check the underside of the vehicle for any impact damage.

✓ Acceptable:

- Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a Mercedes-Benz Retailer.

✗ Not Acceptable:

- Significant damage or distortion to chassis components.



These images show examples of unacceptable damage



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Wheels and Tyres

Your Mercedes-Benz must conform to the original specification of the vehicle. It must have matching tyres (of a size and premium brand, approved by the manufacturer) on each axle, for example, Pirelli or Bridgestone.

✓ Acceptable:

- Scuffed sidewalls which can be cleaned
- Minor scuffing or damage under 25mm to the vehicle alloy or steel rim edge or wheel face
- Minimum remaining tread of 1.6mm across 75% of the tyre, in line with current legislation (MOT).

✗ Not Acceptable:

- Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering
- Remoulds and other substandard tyres
- Any gouge, crack, cut, torn or plugged tyre side wall
- Less than 1.6mm tread depth across 75% of the tyre including spare
- Cracked or distorted wheel trims.
- Scuff chips and scratches exceeding 25mm
- Tyres with excessive wear not matching age or mileage of your Mercedes-Benz.

Oil Leaks

✓ Acceptable:

- Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present.

✗ Not Acceptable:

- Any serious oil leakage which should be rectified at the earliest opportunity.

Luggage Area

✓ Acceptable:

- Light soiling from normal use.

✗ Not Acceptable:

- Torn rubber aperture seals and paint scratched down to the bare metal.

Door Aperture Tread Area

✓ Acceptable:

- A minor amount of scuffing to the door and luggage area treads and sills.

✗ Not Acceptable:

- Damaged paintwork down to bare metal and aperture seals that are torn.

Rubber Seals

✓ Acceptable:

- Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals.

✗ Not Acceptable:

- Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.



These images show examples of unacceptable damage

How to make a complaint

Your views are important to us. If our service hasn't lived up to your expectations, we want to know.

Stage 1 – Contact us

If you have reason to complain, you can contact us by calling **0370 847 0700**, emailing **customerservices-mbfs@daimler.com** or writing to us at: Mercedes-Benz Finance, Tongwell, Milton Keynes MK15 8BA. We'll provide written acknowledgement of your complaint within five working days.

Stage 2 – Our response

Four weeks after receiving your complaint, we'll write to you with the outcome of our investigation. If we need to carry out further investigations, we'll inform you of any delay with an estimated completion date.

Stage 3 – What to do if you're not satisfied

If the matter is not resolved to your satisfaction, you may refer your complaint to the Finance and Leasing Association Complaints Handling Team. They will independently explore the situation in line with their Code of Practice. You can contact them at: Finance and Leasing Association, Imperial House, 15-19 Kingsway, London WC2B 6UN. If your complaint is regarding Vehicle Return Standards, you should instead contact the BVRLA (British Vehicle Rental and Leasing Association) at: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham HP7 0DD.

Stage 4 – Independent review

If we have not provided you with our final response within eight weeks of the date you first complained, or if you are not satisfied with the outcome, you can refer your complaint to the Financial Ombudsman Scheme for an independent review at: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR.

Please use the enclosed checklist prior to returning your vehicle to make sure you tick off all the necessary steps before arranging the return of your vehicle.

Vehicle Returns Team 0370 847 0700

To arrange the return of your vehicle, discuss any queries regarding your Vehicle Return Standards or vehicle documents enquiries.

Lines open Monday to Friday 8.30am – 5.00pm
(calls may be recorded).

First Class Finish Team 0370 847 0700

All other end of finance agreement enquiries.

Lines open Monday to Friday 8.00am – 6.00pm,
Saturday 9.00am – 5.00pm (calls may be recorded).

Mercedes-Benz Finance

Telephone: 0370 847 0700 mercedes-benzfinance.co.uk

Mercedes-Benz UK Limited is a company registered in England and Wales with company number 2448457 and has its registered office address at Tongwell, Milton Keynes MK15 8BA.

Mercedes-Benz Finance is a trading name of Mercedes-Benz Financial Services UK Limited.

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In respect of regulated consumer credit activity, Mercedes-Benz Financial Services UK Limited is authorised and regulated by the Financial Conduct Authority.

Mercedes-Benz Financial Services UK Limited is a member of the Finance and Leasing Association and supports their Code of Practice, which protects you as a customer. A copy of the Code and its accompanying complaints procedure is available from us free of charge on request.

This brochure provides only an outline of the benefits of cover available and does not constitute full terms and conditions.

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